



Oversight of Private Entities at Airports

Tampa International Airport



Florida man throws samurai sword at sheriff's deputies

Florida man breaks into restaurant, strips naked, eats noodles, plays bongos

Drunk Florida Man Tries to Use Taco as ID After His Car Catches Fire at Taco Bell

Florida man ticketed after eating pancakes in middle of intersection

'Time traveling' Florida man crashes car into building



ADA Tenant Compliance

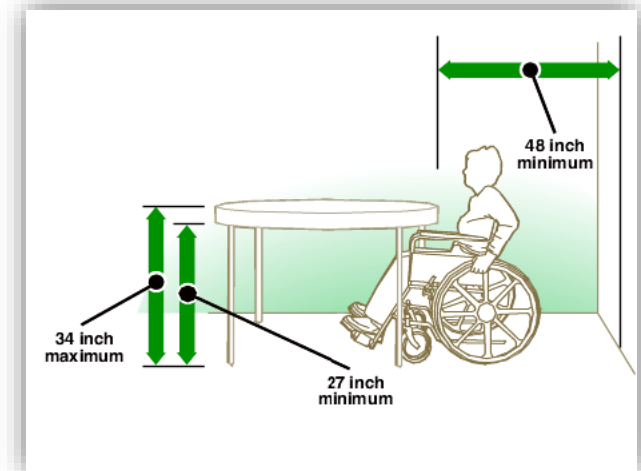
The Basics

- Reasonable accommodation
 - Must comply with basic nondiscrimination requirements that prohibit exclusion, segregation and unequal treatment
 - Must comply with specific requirements related to architectural standards
 - Must make reasonable modifications to policies, practices and procedures to accommodate disabilities
 - Must effectively communicate with people with hearing, vision or speech disabilities
- Complaint resolution – Must proactively resolve courteously, expeditiously, accurately and as uniformly as possible by the most appropriate staff

Concessions Compliance

Performance Audit Checklist

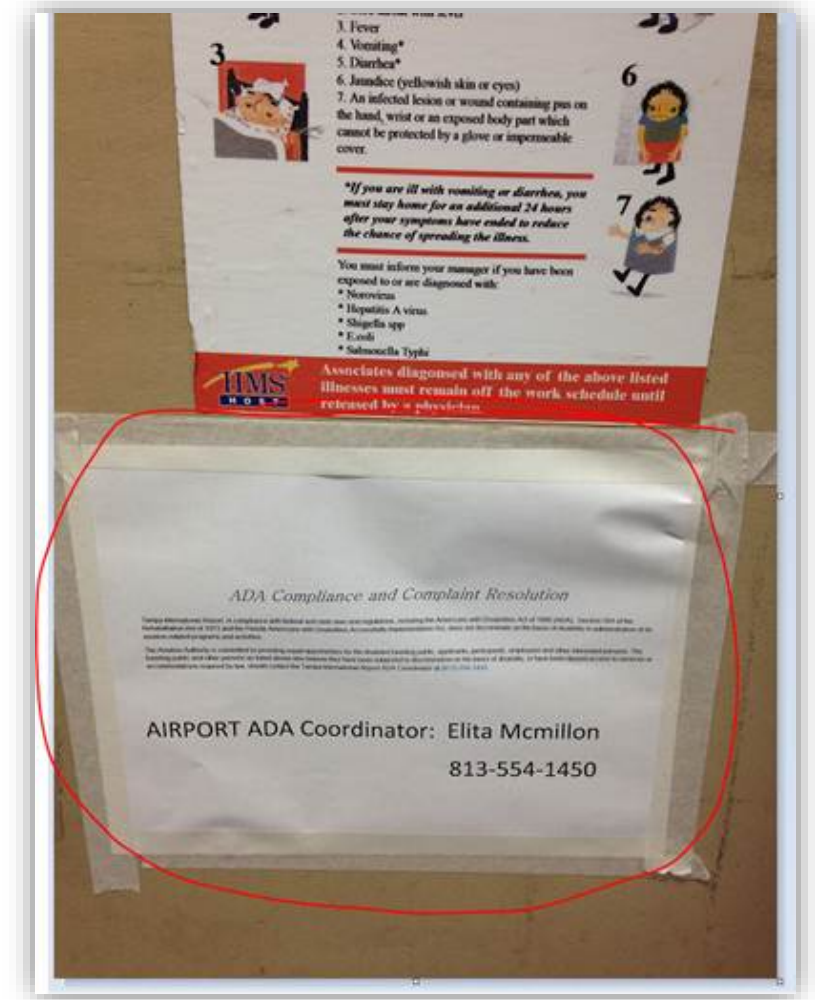
- Questions asked regarding structural accessibility:
 - Is there a lowered transaction/service counter?
 - Are lowered transaction/service counters clear?
 - Is a clipboard available for signing documents?
 - Do sit-down tables provide clear floor space (no circular table base)?
 - Is there an accessible route to the cash register?
 - Are access aisles maintained at 36 inches wide minimum between fixtures and/or merchandise?
 - Are product demonstration fixtures (e.g., listening stations or try-out areas for electronics) clear of obstacles that block floor or knee clearance



Concessions Compliance

Performance Audit Checklist

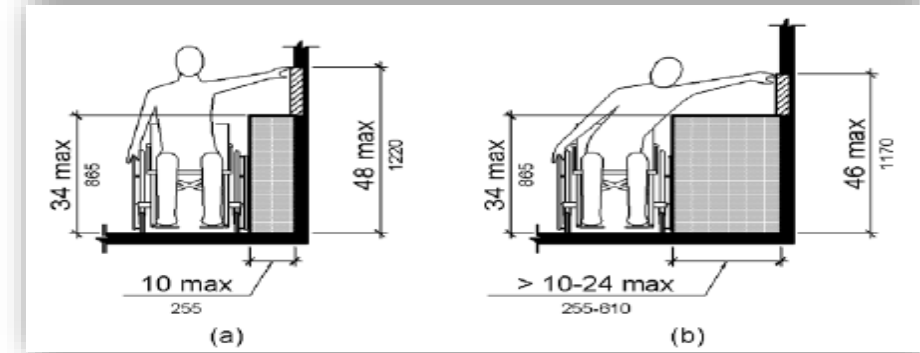
- Questions asked regarding program accessibility:
 - Have employees been trained on how to interact with people with disabilities?
 - Do employees know how to assist guests who want to file an ADA complaint?
 - Do employees know how to contact the Airport's ADA coordinator?
 - Is info about ADA complaint procedures and ADA coordinator in a location for employees to reference?



Concessions Compliance

Performance Audit Checklist

- Questions asked regarding program accessibility:
 - Do employees know how to direct someone to the closest service animal relief area or TTY phone?
 - Do employees know how to provide menus in alternate accessible formats – e.g. verbally read an overhead menu or provide a large print menu?
 - Is closed captioning on audio visual displays turned on?
 - What provision is in place to assist customers reach merchandise beyond reach range?



Tenant Compliance

Other Tools

- Secret shopper
- ADA and sensitivity training
- Reminders at quarterly tenant meetings
- Employees
- Lift training



DISABILITY ETIQUETTE REVIEW

- ☐ Don't lean on a person's wheelchair
- ☐ Treat adults as adults
- ☐ Speak directly to the person, not to an interpreter or companion
- ☐ Don't make assumptions – ask if help is needed
- ☐ When you meet a person with a disability, think: **Guest!**

"Enhancing the passenger's dining experience, one airport at a time."



WHAT QUESTIONS CAN YOU ASK?

If they have a pet, you may ask...

- ☐ Is it a service animal?
- ☐ What service does it provide?

Never ask, "what is your disability?"

"Enhancing the passenger's dining experience, one airport at a time."



Outreach

ADA Operational Plans for Large Events

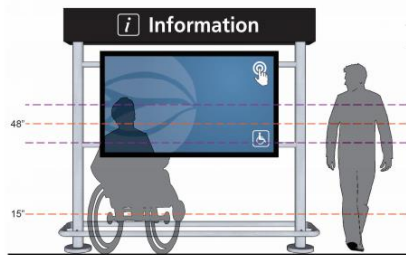


Outreach

Master Plan Accessibility Focus Groups



MTM Focus Group – ADA Info.



Improved Wayfinding Touchscreen Directories
 ADA Mode At Accessible Height - Boarding Pass Scanners at Accessible Height

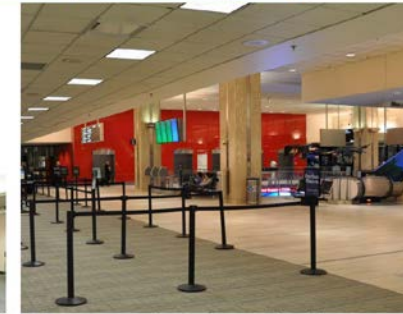
Airport Master Plan Accessibility Focus Group



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MTM Focus Group - Flooring



Hard Surface Non-Slip Flooring – Preferred For Wheelchair Users
 MTM Project replaced 47,595 SF of carpet with hard surface tile in primary circulation areas

Airport Master Plan Accessibility Focus Group

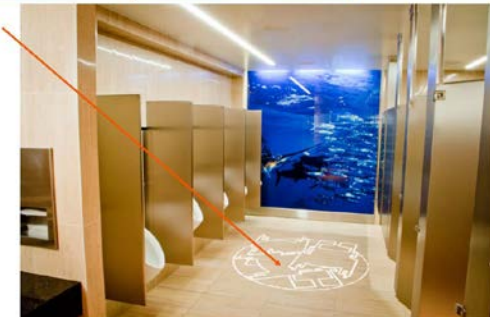


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MTM Focus Group - Restrooms

ADA Compliant
 Wheelchair
 Clearance
 All Restrooms



Restroom Accessibility
 All Restrooms Incorporate ADA and Ambulant Disabled Stalls

Airport Master Plan Accessibility Focus Group



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